## REQUIREMENTS GATHERING

### Interview

This entail having planned discussions with a single person at a time during which you ask predetermined questions and take notes on their responses. Give a brief introduction of yourself and the purpose of the interview before you start. In order to establish a rapport with the person, you can also give them time to introduce themselves. This is crucial to establish a positive atmosphere and guarantee their cooperation throughout the procedure. For a meeting that is both fruitful and insightful, prepare your questions in advance.

### Questionnaire

A questionnaire or survey is a set of predetermined questions designed to elicit information about a particular topic. It's a useful method for gaining insights quickly from a large group of people. Surveys enable you to collect data from people wherever they are and are also inexpensive. Because of this, it is a widely used technique for gathering requirements. However, surveys might not be the best tool for analyzing complex issues.

1. **Project Overview?**

* Online Food Ordering System is a comprehensive tool for helping users to order what they want, so that the order can be recorded, followed by passing it to the relevant department for processing and finally delivery of the services or products to the customers based on the order. and also could book their table for the restaurent.

1. **To what extend the system is proposed for?**

The online food ordering system provides convenience for the customers that are nothing special but the general busy people of the society. It overcomes the demerits of the manual hotel or mess system and the old-fashioned queuing system. This system enhances the ready-made foods that people. Therefore, this system enhances the speed of getting food on a person’s plate and the quality and manner of taking the order from the customer. It provides a better communication platform. The user’s details are stored using electronic media. The online food ordering system provides the menu online and the customers can easily place the order by just clicking the mouse or by touching a button on their smartphones.

1. **List the Modules included in your System**?

**1.Admin :-**

1.The person who is the owner of the restaurant, who has the control over maintain the manages, database and the updation of the software.

2.The admin update the application according to the user’s need.

3.The admin looks the bugs and correct it.

**2.Users/Customers :-**

1**.**Theperson who register to this application are the users.

2.The person can order the food items to his/her mentioned address.

3.The person who can access all the functionalities, those provided by the admin.

**3.Moderator/DeliveryBoy:-**

1.The person who register to this application as delivery boy.

2.The person will deliver the items to the customers.

3.The person can accept/decline the request for delivery.

1. **Identify the users in your project?**

* The customers ,delivery agents and the admins are the users of my project.

1. **Who owns the system?**

* The owner of the system is Admin.

1. **Details of person that you have contacted for data collection?**

* Tony Mathew

9544970989

Staff of CFC,pathanamthitta

### Interview Q&A With Tony Mathew CFC,Pathanamthitta 15/08/2022 through telephone

1. **What are the services that you provide?**

* CFC is an outlet for fired chiken,which provide variety of menus with different taste, an consumer could explore those. The heighlight of us is the customer services.we treat our guest kindly,also we done table services,Cart services which means, cooked food from the kitchen is brought to the service area in a Guèridon trolley,etc.

1. **How do you manage the responsibilities?**

All the staffs here we have are experienced minimum by 2years, and so that not great deal for us.Anyway we guys are mainly splited to each sections such as table services,cart services,customer services etc.

1. **How you cook those fried item,do you make it as coming order or done it earlier?**

* We make the chicken and all stuffs marinated and cook it as per the orders.

1. **Do you have home deliver and how you manage it?**

* Yes we have contact delivery. And for that services we have special staffs,as order comes we inform them and they does the delivery.

1. **Do you Provide Coupon/Offers?**

* Yes, as per the seasons we make some offers.

1. **What all are the factors helps for a restaurent growth**?

* Customer is the main factor,and to attaract the customer mainly we have kind customer services,quality on food and also must value their time too.

1. **Do you have stock management,How it’s work?**

* Yes,for the row items we have stock management and before 1 week we inform our agents about the quantity we need and within week they provide it to us.

1. **On contact delivery,** **How quickly did your food arrive?**

* Its mainly depend upon the traffic and the distance,anyway mostly under 45mins all together.

1. **Is there is a case of wrong delivery,if happens what u do?**

* It’s happen hardly ever, and if its happen we freely deliver the item.

**10.Was the safety seal intact when you opened the delivery bag?**

* Food safety is critical, especially during this pandemic when everyone orders food at home and looks for restaurants that take their hygiene measures seriously. Tamper-evident labels do a good job of enforcing that. Ensure you can trust your delivery riders and that customers don’t have any reservations about consuming the food they’ve ordered.